

THE MUNI MEMO

OF THE PEOPLE, BY THE PEOPLE, FOR THE PEOPLE OF THE SAN FRANCISCO MUNICIPAL RAILWAY

Video System To Go On Line

In April, a video distribution network, coordinated by the Safety and Training Department, will go into operation in the gilley rooms at most divisions. The system was originally scheduled to start two years ago but was delayed due to budgetary constraints.

Each gilley room will be equipped with a video player and a receiver/monitor through which division instructors can show various training programs. The videos, usually from three to five minutes long, will run for a one or two-day period, with repeated showings at times specifically tailored to maximize their exposure to the highest number of operators – probably before pull-out in the morning and after pull-in the afternoon.

Programs may include, in addition to training films, informational bulletins and promotional information on such events as the Rodeo or the Awards Banquet. Tapes initially planned will feature information on such topics as driver's license renewal for operators, back fitness and high accident locations.

Dan Rosen, Director of Safety and Training, urges operators to talk to their division instructors if they have suggestions on what they would like to see shown on the video network once the system is up and running.

Employee's Innovations May Improve Cable Car Signal System

W.C. (Wiley) Tom is a signal engineer in the Railway's Engineering Department. For a long time, he had been bothered by inconsistencies in the cable car signal system and wanted to make some changes. However, his everyday duties didn't allow him the time or resources to develop some ideas he had brewing, so he took things into his own hands.



Photo: Carmen Magana

Wiley Tom with his cable car signal system model.

At his own time and expense, he developed a model for a new cable car signal system that is now under consideration by the City for future implementation. He brought it in to his bosses, and they said, "Hey, you may have something here." Here's how it works. Currently, when a cable car enters an intersection, the traffic signal turns green and stays green until the cable car leaves the intersection. The signal applies to regular car and truck traffic as well as to the cable cars, posing

a potential danger to passengers who disembark from a cable car into an intersection with other passing and oncoming vehicles.

Under Tom's new system, the signal would turn green for a cable car entering an intersection, and then change to a four-way red stop, prohibiting other vehicles from entering the intersection while passengers were getting on or off the cable car. After a period of 30 seconds or so – the amount of time it would take for passengers to get off the cable car – the signal would change to a four-way flashing red, allowing cars to proceed cautiously into the intersection. This way, the flow of car and truck traffic could continue safely with minimal delay.

Tom's proposed system would also incorporate some emergency features. For example, if a cable car rolled back into an intersection or ran away down a hill, the signal would automatically turn green in the direction of the cable car's travel and red for cross traffic.

The proposed new system is being considered by Muni, the Department of Public Works and the Department of Traffic and Parking, and a budget is being developed for its future implementation. Hats off to Tom for his innovative thinking and perseverance.

Management Message



Muni's Corporate Culture

I came across an article in *Transit News*, the gist of which I'd like to share with you. It's about the culture of a corporation; culture in this instance is defined as the "way we do things around here." As employees, we usually learn and behave in common with what we live with in the workplace. *Transit News* published an adaptation of a children's poem titled "Children Learn What They Live," applying it to employees. Simple, though it may be, it contains examples of how one's working environment can negatively or positively affect employees.

Employees Learn What They Live

by Jim Clemmer

If an employee lives with fear, he learns to avoid risk taking.
If an employee lives with deceit, she learns to stretch the truth.
If an employee lives with small expectations, he learns to have a limited scope.
If an employee lives with a heavy hand, she learns to beat the system.
If an employee lives with ridicule, he learns to keep ideas to himself.
If an employee lives with formality, she learns how to be a bureaucrat.
If an employee lives with mistrust, he learns to be suspicious.
If an employee lives with hostility, she learns how to fight.
If an employee lives with indifference, he learns not to care.
If an employee lives with appreciation, she learns to make an extra effort.
If an employee lives with leadership, he learns how to take initiative.
If an employee lives with openness, she learns how to be honest.
If an employee lives with experimentation, he learns how to be innovative.
If an employee lives with clear values, she learns how to set priorities.
If an employee lives with customer respect, he learns how to provide outstanding service.
If an employee lives with encouragement, she learns to be confident.
If an employee lives with positive visions, he learns how to perform miracles.
If an employee lives with challenge, she learns how to master change.

I would hope that the last nine statements form the basis for Muni's work environment. But if any of you find the first nine to be truer for you, I would certainly like to know about it.

Sincerely,
Johnny Stein
General Manager

Editor's Box

Dear Reader,

This issue of the Muni Memo is a combined February/March issue. Look for a return to the regular monthly format in April.

Sincerely,

Anne Milner
Editor

Job File

2515 Orthopedic Technician II, Department of Public Health, \$29,412 -35,568 annually. Apply immediately. Applications will be accepted until there is a qualified number of applicants. **1666 Finance Director**, Department of Public Health, \$78,910-95,914 annually. Apply immediately. Applications will be accepted until there is a qualified number of applicants. **2352 Assistant Director of Nursing, Staff Development and Research**. Apply immediately. Applications will be accepted until there is a qualified number of applicants. **1675 Supervising Fiscal Officer**, SF General Hospital, \$60,036-72,956 annually. Apply immediately. Applications will be accepted until there is a qualified number of applicants. For info on the above health positions, call 821-8084. **5298 Planner III, Environmental Review**, Department of City Planning, \$41,496-50,336 annually. Apply by March 18. **5299 Planner IV, Environmental Review**, Department of City Planning, \$49,140-\$59,722 annually. Apply by March 18. For info on planning positions, call 557-4843. **3320 Animal Keeper**, SF Zoo, \$30,238-36,582. For info, call 557-4857. **3370 Animal Care Attendant**, \$20,202-24,388, Dept. of Animal Care and Control. For info, call 557-4858. **3371 Animal Care Supervisor**, \$29,250-35,412 annually. For info, call 557-4858. Apply by March 15 for all animal care positions. For information on other City positions, call the Civil Service Hotline at 557-4888. For PUC positions, call the PUC Hotline at 554-1669.

Employee Notice

Scholarships Offered

Friendship Publications is offering its \$1000 Tourism Management and Bus Maintenance Management Scholarships again this year for those transit professionals wishing to further their educations in either field. Those wishing to apply for either scholarship should write to Friendship Publications, Inc., P.O. Box 1472, Spokane, Wash. 99210-1472 to request an application. All completed applications must be received by June 14, 1991, and winners will be notified as soon as a decision is made.

Bus Photography Competition Sponsored

Friendship Publications is also sponsoring its annual photography contest, open to all amateur photographers. Photographs should show one or more buses in either a color or black and white print. Pictures must have been taken after January 1, 1990. Awards will be \$150 for first place, \$100 for second place and \$50 for third place. Entries must be submitted by July 12, 1991. Request your application in writing from Friendship Publications, P.O. Box 1472, Spokane, Wash. 99210-1472.

Congrats!

The Division Operators of the Month for January were:

Cable Car:	Francisco Raygo
Flynn:	Floyd Gaines
Green:	Norma P. Tracconi
Kirkland:	Kwok Y. Chan
Potrero:	Lee Seymore
Presidio:	Suezi Solorzano
Woods:	William Gobert

Unsung Hero



This is the seventh in a series of columns intended to recognize the Division Maintenance Superintendents.

Bob Glaser

Superintendent of Diesel Coach Maintenance, Flynn Division

BACKGROUND: Bob is a native San Franciscan. He attended Miraloma Elementary School, Aptos Junior High School and City College of San Francisco. After college, he enlisted in the U.S. Navy where he served for two years. After his military service, Bob



Bob Glaser.

returned to San Francisco and held a variety of jobs until he came to work for Muni. He was a paramedic for SF Emergency Hospital, an apprentice mechanic for Geary Chrysler-Plymouth, and a mechanic for Van Ness Chrysler. He began working for the SF Purchasing Department in 1973 as a mechanic. Later that same year, he transferred to Muni. After a stint as a mechanic at 24th and Utah, he worked at Kirkland, and then at Woods when it first opened in the late seventies. In 1980, he was promoted to Assistant Supervisor at Woods, a position he held

until 1985. In 1986, he became a Superintendent of Diesel Coach Maintenance, working first at Woods, then at the 24th Street Non-Revenue Shop, Kirkland, Army and finally at Flynn Division.

FAMILY: Bob and his wife Shelley have a son, Christopher, who is 12. Shelley works as a California state peace officer for the State of California.

WHY MY JOB IS IMPORTANT: The manager of a division is the manager of a dedicated work force with separate responsibilities. A group of workers needs a leader. The position I hold sets the tone and feeling of how things get accomplished at Flynn.

WHY I LIKE WHAT I DO: I like to have an influence on what happens in public service. That's why I chose this job. I like serving the people of San Francisco and I like doing it well.

SOMETHING NOT MANY PEOPLE KNOW ABOUT ME: I have an extreme love for animals. I have a Brittany Spaniel named Buddy and an Amazon parrot named Tarzan. I haven't found Jane yet.

OUTSIDE INTERESTS: I enjoy racing motorcycles with my son.

Photo: Carmen Magana

Awards



Transit Supervisor of the Winter Quarter

Name: Leoncio B. Saulny
Division: Kirkland
Years with Muni: 28
Background:
Birthplace: New Orleans, Louisiana
Education: Xavier University Preparatory
Previous Employment: U.S. Navy, Pacific Fire Rating Bureau and American President Lines
Family: Leoncio has three children, Anita Green, 31; Leoncio IV, 30; and Brigete, 25.
Hobbies & Interests: Fishing, camping, traveling, photography, numismatics, firearms, and woodworking
Words of Wisdom: "If a job is worth doing, do the best you can."

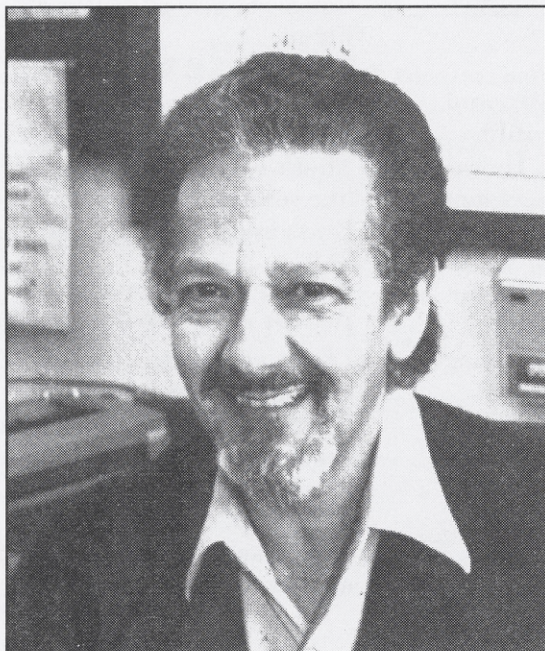


Photo: Kurt Wong

Transit Supervisor of the Winter Quarter Leoncio Saulny.

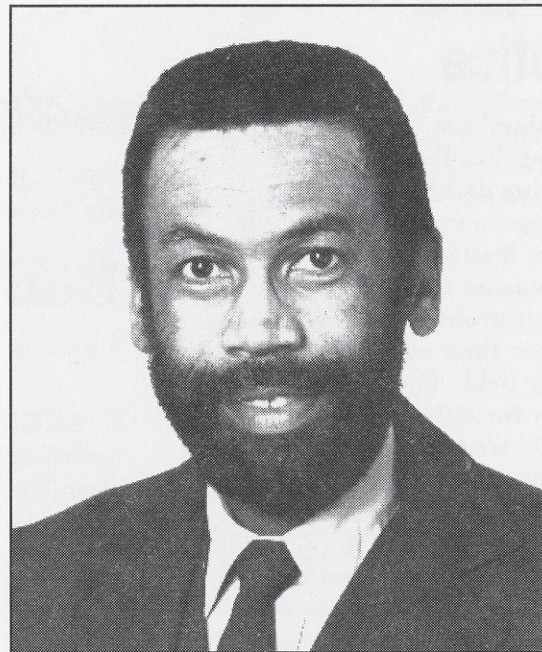


Photo: Carmen Magana

January Operator of the Month Richard Billups.

January Systemwide Operator of the Month

Name: L. Richard Billups
Division: Kirkland
Years with Muni: 26
Background:
Birthplace: Mississippi
Education: Balboa High School; A.S. Criminology, City College of SF; B.A. Physical Education, SF State
Previous Employment: U.S. Air Force
Family: Richard has three children, Denina, 24; Sean, 23; and Ashley, 5.
Hobbies and Interests: Fishing, basketball, fastpitch softball, racketball and tennis. He enjoys all sports and working on cars. He is interested in winning first place in the Muni Rodeo and becoming a transit manager.
Words of Wisdom: "Do unto others as you would have them do unto you. Be honest, be fair, and always do the right thing."

Awards



Maintenance Supervisor of the Fall 1990 Quarter

Name: Virgil Dennis
Division: Flynn
Position: Technical Services and Material Support Supervisor
Years with Muni: 15
Background:
 Birthplace: Oklahoma
 Education: Lincoln High School, SF
Previous Employment: U.S. Army, carpenter, tile setter.
Family: Virgil and his wife, Ruth, have two children, Lisa, 19, and Jeffrey, 15.
Hobbies and Interests: Computers and carpentry
Words of Wisdom: "Keep plugging away to make things work."

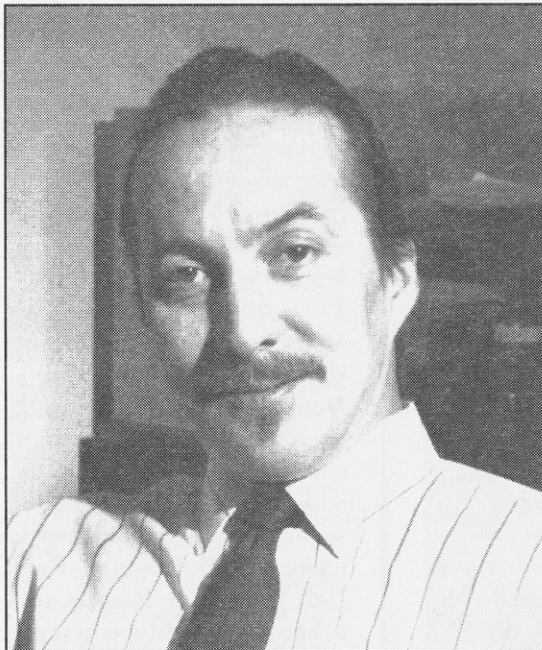


Photo: Kurt Wong

*Maintenance Supervisor of the Fall 1990 Quarter
Virgil Dennis.*



Photo: Kurt Wong

*January Maintenance Worker of the Month
Douglas Wong.*

January Maintenance Worker of the Month

Name: Douglas Wong
Position: Mechanic
Division: Flynn
Years with Muni: 4
Background:
 Birthplace: San Francisco
 Education: A.S. Automotive Mechanics, College of Alameda
Previous Employment: Herrera Buick on Geary Blvd.
Marital Status: Single
Hobbies and Interests: Photography, dog shows, and playing with his two dogs
Words of Wisdom: "Do quality work."

More Awards



January Systemwide Operator of the Month Runner-Up

Name: Earl Jackson

Division: Kirkland

Years with Muni: 22

Background:

Birthplace: Winnsburg, Louisiana

Education: McIntyre High School

Previous Employment: U.S. Mint, V.A. Hospital, and U.S. Army

Marital Status: Single

Hobbies and Interests: Collecting and working on old cars, reading, traveling and having good friends.

Words of Wisdom: "A wise man speaks when he has something to say. A fool speaks because he has to say something."

A sign of the times:

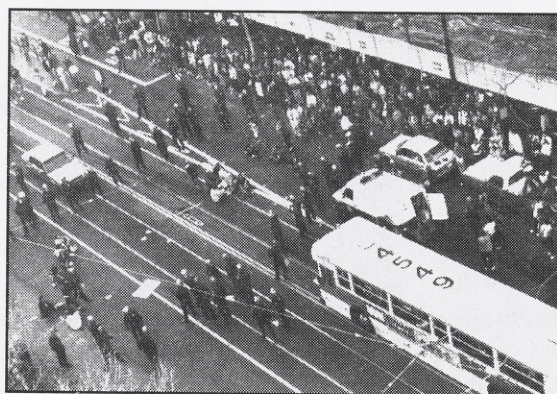


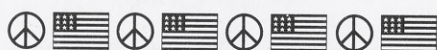
Photo: Carmen Magana

Muni, the police and anti-war demonstrators.



Photo: Carmen Magana

News



Graffiti Prevention Forges Ahead

The recent gift of \$75,000 from Pacific Telesis to Muni's Graffiti Prevention Program has enabled Muni to expand its efforts beyond vehicle clean-up to include three other important areas.

Foremost are newly instituted Parent and Youth Sessions (PAYS) conducted jointly by Community Board and Graffiti Prevention Youth Counselors to assist graffiti offenders and their parents in realizing their mistakes and figuring out alternative behav-

iors. Youths, who have been cited for a graffiti offense with a minimum of 18 hours of community service to complete, are eligible for the program, which also includes graffiti clean-up sessions throughout San Francisco. The two-hour PAYS session includes presentations on graffiti vandalism, its legal and financial consequences, discussion groups and a preparation for graffiti clean-up sessions.

In addition, Transportation Displays Incorporated, Muni's bus advertising company, has donated 300 interior bus ad spaces to Graffiti Prevention's new "Positune" program. "Positunes" are positive messages created in the form of words or graphics by local middle and high school students, which will be displayed on Muni passenger vehicles as

an alternative to graffiti. The first round of "Positunes" will come from students at Luther Burbank Middle School and should be up on the buses in mid-March.

Finally, Graffiti Prevention Youth counselors are taking an inventory of areas within the City where there is a high incidence of graffiti vandalism so that organized clean-ups can begin right away. Graffiti Prevention is working with the Department of Public Works, the San Francisco Police Department and other City agencies to come up with a comprehensive list of sites, which, in addition to Muni vehicles, will be targeted for clean-up. Mail boxes, Pacific Bell Telephone Booths and other such public conveniences are among the sites being looked at.

News



Opinion Corner

Response to Shelter Vandalism Letter, January issue
Gannett informs us that they have looked into the possibility of using a heavy plastic such as Lexan or Plexiglas in the shelters, but that even with the cost of replacing broken glass, the costs of replacing and maintaining plastic are two to three times the costs of replacing and maintaining glass. Additionally, plastic of the size needed for the shelters is less rigid, weaker and will not retain its shape. It is also easily scratched and burnt. Gannett is trying Lexan in the shelter ad panels, however, and is looking into other solutions such as reinforced or tempered glass for the shelter walls.

E & H Manager Appointed

Annette Williams, who has worked for Muni's Elderly and Handicapped Programs since 1987, has been named the new Manager of Elderly and Handicapped Programs, replacing Tom Rickert, who resigned last fall.

Annette brings a wealth of experience to the position, having worked as Paratransit Program Developer for Muni through the Human Resources Corporation from 1987 to 1990 and as Acting Manager following Rickert's resignation. She holds a B.A. in International Relations, with a minor in Economics, from the College of

Wooster in Wooster, Ohio, where she was also a member of the Omicron Delta Epsilon, Economic Honor Society.

Congratulations, Annette!



Photo: Carmen Magana

Elderly and Handicapped Programs Staff 1 to r back row: Paul Fichera and Richard Joy; front row: Irene Johnson, Annette Williams, Linda Casciola.

It's a Dog's World

The Elderly and Handicapped Department is trying to make it easier for operators to know which dogs can ride free without a muzzle on the Muni system. It seems there has been a doggedly amount of confusion as to what the rules are for our canine friends, so E & H is placing posters at all the divisions to help clarify the problem.

Here's the scoop. Signal dogs for the hearing impaired, service dogs for the physically disabled and guide dogs for the blind may ride Muni free at any time and are not required to be muzzled. There is no limit as to the number of such dogs on any one Muni vehicle. Signal dogs are trained to recognize their hearing impaired owner's hand

signals and to alert their masters to sounds, such as a doorbell ring or an alarm. Service dogs are trained to pull or push a wheelchair or to pick up things for their disabled owners.

Signal dogs trained by the San Francisco SPCA can be

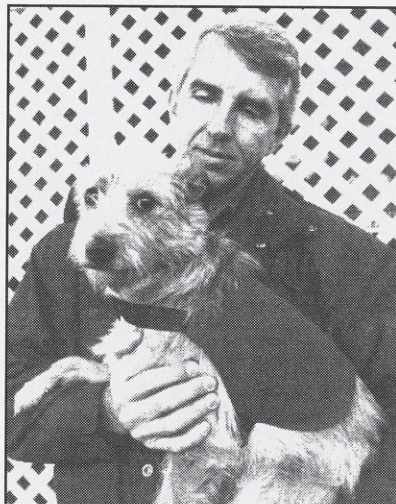


Photo: Carmen Magana

A hearing aid service dog.

identified by their orange collar and leash, service dogs trained by Canine Companions can be identified by their blue and yellow backpack. Many persons who have signal and service dogs will be pictured with the dog on their Regional Transit Discount Card, but not all. Please do not deny service to these people, remember the dogs are an important aid to their independence.

The rule applying to pet dogs, however, states that the owners must pay the same fare for the dog as they do for themselves. These pets can only ride off peak hours or on the weekends and they must be muzzled and on a leash.

For operators who don't want to be in the dog house, follow these rules and let the right sleeping dogs lie.

Happy Birthday Hyde Cable Car Line

The section of the Powell-Hyde cable car line that travels from Washington and Hyde down the Hyde Street hill to Fishermans' Wharf was 100 years old on February 9th.

Service on Hyde Street was originally operated by the California Street Cable Railroad (CSCRR), and started as part of the O'Farrell, Jones and Hyde line, which ran on O'Farrell, Jones, Pine and Hyde Streets. This line and the CSCRR's Jones Street Shuttle, which traveled on Jones between O'Farrell and Market, were the last entirely new cable

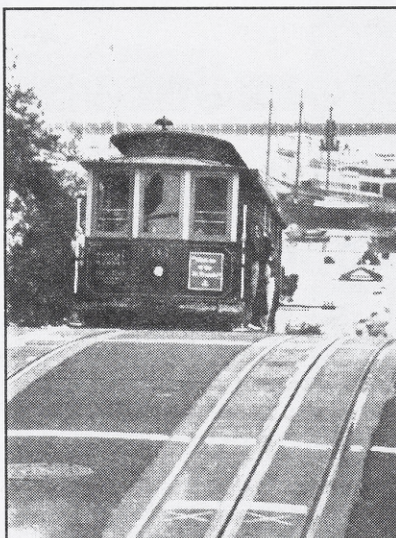


Photo: Kurt Wong

Hyde Street cable car line.

car lines built in the City.

The City acquired CSCRR's assets in 1952 after the company went bankrupt. In February and May of 1954 respectively, service was discontinued on both the Jones Street Shuttle and the O'Farrell, Jones and Hyde line. In June of that same year, voters approved the creation of the present-day, three-line cable car service: the Powell-Hyde, Powell-Mason and California lines. Parts of the Washington-Jackson and O'Farrell, Jones and Hyde lines were combined into the new Powell-Hyde line in April 1957.

Riders Speak

Dear Muni,

The teachers and students of the sixth grade class at Horace Mann Academic Middle School would like to take this opportunity to thank Muni for the superb service which it provided to us on January 22, 1991. The extra bus that was made available for our use in both directions allowed us to have a non-stop, time saving trip to and from our destination.

Again, we would like to thank Muni for its cooperation and assistance in making our field trip a successful one. We appreciate your efforts and would like to give special recognition to our driver, Rene. He was a most gracious host.

Sincerely,
Lori McLoughlin
Sixth Grade Trip Coordinator

Dear Sir,

Almost everyday I ride the Fillmore 22 line and I want you to know that I was impressed by the patience and kindness of these drivers for the elderly and

handicapped riders who would otherwise be housebound.

Sincerely yours,
Constance D. Black

Dear Muni,

I really like the Muni Metro operators to call out the stations and warn people about the stairs going up and down. I also really like the operators to announce when there are delays and waits; one even suggested that riders might want to get out at Montgomery because Embarcadero was really backed up that morning.

This sort of communication helps riders remember that Muni isn't just a faceless utility. It is people who do their best to get us from here to there. Operators don't have a lot of time to help us individually so hearing their voices is perhaps the only way we can feel like there is a personal connection.

Thanks for the ride,
Richard Haven

Kudos For Praises

The following operators received the most commendations during January: Willie Henderson of Presidio with 37 commendations; Frank Littlefield of Potrero with 28; Allen Brown of Presidio with 16; and Napoleon Reese of Presidio with 14. A round of applause for all of you!

Credits

The Muni Memo is published by the Community Affairs Department of Muni. Contributions and comments may be addressed to the Muni Memo, Room 238, 949 Presidio Avenue, San Francisco, CA 94115, telephone 923-6162.

Editor: Anne Milner
Photography: Carmen Magana
Kurt Wong
Design & Layout: Peter King
Printing: PUC/Muni
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